

First Friday Forum

DSHS Updates for Community Services Division (CSD)

March 6th, 2018– Seattle, WA

Classic Medicaid Information

**Classic Medicaid:
Spenddown Program**

**Classic Medicaid:
Daily Spenddown
Emergent Cases**

**Classic Medicaid:
Alien Emergency
Medical Program**

***As of 4/4/18**

Oldest Document	Total Cases
2/05/18	91
-	0
3/21/18	11

Housing and Essential Needs (HEN) Referral

- The HEN program may be able to provide help with rent and utilities if a person is homeless or at risk of becoming homeless.
- Some programs also help with essential needs such as bus passes and personal hygiene items.

Housing and Essential Needs (HEN) Referral

- Due to a recent change in state law, clients who receive Aged Blind or Disabled (ABD) benefits are now eligible for a referral to the Housing and Essential Needs (HEN) program managed by the Washington State Department of Commerce.
- This referral is in addition to any ABD cash or program benefit clients currently receive
- HEN referral eligibility has been extended to clients whose primary incapacity is due to substance abuse

Categorical Eligibility Income Limit for Basic Food Increased 4/1/18

200% of Federal Poverty Guidelines.			
April 1, 2018 – March 31, 2019			
Persons in AU	200% of poverty guidelines	Persons in AU	200% of poverty guidelines
1	\$2,023	6	\$5,623
2	\$2,743	7	\$6,343
3	\$3,463	8	\$7,063
4	\$4,183	9	\$7,783
5	\$4,903	10	\$8,503
Add for each person over 10 AU members: \$720			

LifeLine and Simple Voicebox

- In partnership with Employment Security Department, CSD now has information and materials available to help our clients stay connected through Lifeline and Simple Voicebox.
- These services can provide free or low cost phone and voice mail services to low income individuals.

LifeLine and Simple Voicebox

- Maintain contact with medical providers
- Receive messages from potential employers
- Communicate with current employers
- Receive messages from child care providers or schools
- Keep in touch with support service agencies such as Community Services Division(CSD), Health Care Authority(HCA), Home and Community Services(HCS)

LifeLine and Simple Voicebox

- Customers may be eligible for this service if they receive SNAP, SSI, Section 8 Housing, Veteran's Pension, or certain tribal programs
- 135% or less of FPL
- WorkSource has free computers to use to sign up
- Sign up for this service at:
 - Freegovernmentcellphones.net
 - Simplevoicebox.com

Customer Service Contact Center Survey

- Beginning April 2nd, the Customer Service Contact Center will begin offering callers an option to complete a telephone based survey.
- The survey will be optional and confidential.
- As callers are transferred into the queues, they will be asked if they would like to participate in a short survey.
- Callers will be instructed to stay on the line after the call ends with the agent to complete the survey.
- The survey will initially be available in English. Other supported languages will be added in subsequent phases.

Sign-On Support (SOS) Team

- Customers experiencing difficulties establishing the Client Benefit Account can receive assistance by:
 - Sending an email to the Washington Connection Customer Support Team (link located on WaCon)
 - Asking the Contact Center Call Navigator or Financial Worker to make a referral to the Sign-on Support (SOS) Team

Questions?

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